

# Computer Buddy Volunteer Job Role

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## Location

Countywide – in most libraries throughout Gloucestershire

## Purpose

- 📖 To assist the library staff in supporting library users with IT skills offering increased opportunity for one to one coaching
- 📖 To help and support people to manage their own learning in order to maximise their potential and develop their skills and self-confidence

## Time

Dependent on library location. Please ask library staff for information or check website <https://www.gloucestershire.gov.uk/libraries/activities-and-services-in-libraries/computer-buddies/>

This is an ongoing activity

## Duties

- 📖 To provide advice, support and coaching in IT skills according to the specific needs of the library users
- 📖 To engage and help library users to work out solutions to their learning problems
- 📖 To support the Library Club membership of older customers with IT providing the opportunity for one to one sessions

## Skills & Experience

- 📖 Good communication and listening skills
- 📖 Ability to explain simple technical terms used in computing
- 📖 Competent in IT with an interest in sharing knowledge and skills
- 📖 Patience, flexibility and a good sense of humour
- 📖 A friendly and approachable manner with an ability to encourage and motivate

## Training

Gloucestershire Libraries & Information will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, including health and safety training

## Supervision

A member of library staff is the main contact person for the volunteer. To be identified in each individual library

## Review date

All volunteer placements are subject to a review which usually takes place after 3 to 4 sessions, depending on the frequency. This is to ensure the volunteer and activities are properly matched

## Accessibility

Libraries & Information strives to make volunteering accessible to all but some of the library buildings do not have full access and few have toilets for people with a disability. Parking facilities are variable. Additional information on individual libraries available

## Additional information

If you require any additional information please speak to a member of library staff or access our volunteer webpage <https://www.gloucestershire.gov.uk/libraries/volunteer-in-a-library/volunteer-roles-and-vacancies/>

## Examples of topics customers may need help with:

- ✓ Logging on the desktop
- ✓ The screen and navigating around the internet
- ✓ Favourites
- ✓ Using Internet Explorer
- ✓ Searching on the internet
- ✓ Using Ancestry.com from Virtual Reference Library pages
- ✓ Saving a page from the internet
- ✓ Creating an email account
- ✓ How to Use Your Hotmail Account
- ✓ Using the 1911 Census online
- ✓ Virtual Reference Library
- ✓ Online courses and other local IT classes
- ✓ Self service kiosks, reservations, renewing books, library catalogue
- ✓ Internet Access Policy
- ✓ A simple guide to using:
  - Microsoft Word
  - Excel
  - Power Point
  - Library Catalogue
  - Internet Explorer
  - Booking system – how to book another session
- ✓ Instructions for sending a scanned image as an email attachment
- ✓ Simple “Scan a Picture” instructions
- ✓ Saving work on to memory sticks

Where to go for further computer and internet training you need to check with local college Reference sheets for all these are available on the Libraries shared drive  
Downloading digital books, Borrowbox audio books and Overdrive ebooks and RBdigital magazines

## Dos and Don'ts

- Don't use customer credit card details, customers must input themselves
- Be patient
- Don't give out your details
- Comply with General Data Protection Regulation